

**Notice of References Cited**

Application/Control No.

09/784,068

Applicant(s)/Patent Under  
Reexamination  
DOBES ET AL.

Examiner

Chad Zhong

Art Unit

2154

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	X	"The help desk market: disarray and disrepair", Bradley Hecht, Dec 1996 Datamation

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.